

## **OBSERVATION REPORT #115**

**KPMG has received unexpected responses when submitting properly formatted orders as described by the Bell Atlantic North Order Business Rules, Version 4.3.1.**

### **Issue 115.1**

KPMG submitted an order for two lines with circular hunting and caption listings for a new CLEC UNE-P business customer. PON 020101ZM0X020002, version AA received an error stating:

- ♦ “Header Telephone Number DW Required with STYC=“SI,” otherwise prohibited.”

For this order, the style code (STYC) requested was caption indent (“CI”). KPMG appropriately populated the STYC field with “CI” and left the Header Telephone Number field on the DSCR form blank.

KPMG contacted the Bell Atlantic North Help Desk on June 23, 2000 (Help Desk ticket #29454). No resolution has been issued.

### **Issue 115.2**

KPMG submitted an order to change the main telephone number (TN) for a CLEC UNE-P 3-line business customer. The customer requests to have the main number continue to hunt to the second line. PON 011071ZM000007, version AC received the following statements in the resulting error message:

- ♦ PS066 – Telephone Number S2 Prohibited when the second character of the TOS = “Y”, otherwise required.
- ♦ 8001 – Feature Codes – FEATURE required when the FA (Feature Activity) field is populated.

Upon analysis of the order and order response, KPMG determined that the identified fields were populated correctly.

KPMG contacted the Bell Atlantic North Help Desk on June 23, 2000 (Help Desk ticket #28965). No resolution has been issued.

### **Assessment**

If errors are returned for orders that were formatted properly as documented in the BA North Order Business Rules, CLECs may not be able to receive confirmations on all orders.